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July 29, 2004

**RECEIVED**

**JUL 29 2004**

Federal Communications Commission  
Office of Secretary

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 Twelfth Street, SW  
Room TW-A325  
Washington, D.C. 20554

Re: CC Docket No. 88-2, Phase I; Installation and Maintenance Non-Discrimination Reports

Dear Ms. Dortch:

Pursuant to the Bell Operating Company (BOC) Open Network Architecture (ONA) Amendment Order<sup>1</sup>, and BOC ONA Reconsideration Order<sup>2</sup> in CC Docket No. 88-2, Phase I, attached are an original and two (2) copies of the installation and maintenance non-discrimination reports for Pacific Bell and Nevada Bell second calendar quarter of 2004.

First quarter for 2004 reports have been revised to correct a clerical error. An original and two copies of the revised reports are included in this filing.

Should you have any questions regarding this data, please call me at (202) 326-8842.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Linnea Fox", written in dark ink.

Attachments

<sup>1</sup> In the Matter of Filing and review of Open Network Architecture Plans, Memorandum Opinion and Order, 5 FCC Rcd 3103 (1990).

<sup>2</sup> In the Matter of Filing and Review of Open Network Architecture Plans, Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd 3084 (1990).

No. of Copies rec'd 0  
List ABOVE

# RECEIVED

JUL 29 2004

**PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services)**  
**FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity**  
**Report Period: April - June 2004**

Federal Communications Commission  
Office of Secretary

SERVICE	ORDERS	MA	Interval
Business Line	295,405	0.94%	2.3
PBX	14,423	0.98%	7.7
CENTREX	52,088	0.99%	4.1
WATS	1,302	4.99%	4.2
Mobile	Nothing to Report		
Feature Group A	17	0.00%	5.6
Foreign Exchange	Nothing to Report		
Feature Group B	27	0.00%	14.6
Feature Group D	2,703	0.00%	21.7
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	56	0.00%	7.0
Protection Relaying	21	0.00%	5.0
Control Circuit	22	0.00%	7.1
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	321	0.00%	10.2
Voice Switched Trunk	66	0.00%	8.8
Voice and Tone - Radio Land Line	64	0.00%	5.9
Data Low Speed	61	0.00%	7.2
Basic Data and Voice	503	0.00%	8.5
Voice and Data - PSN Access Tie Trunk	165	0.00%	8.8
Voice and Data - SSN Access	4	0.00%	10.3
Voice and Data - SSN - Intermachine Trunk	3	0.00%	4.3
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	4	0.00%	9.3
Program Audio 100-5000 HZ	8	0.00%	5.6
Program Audio 50-8000 HZ	15	0.00%	7.5
Program Audio 50-15000 HZ	58	0.00%	7.0
TV Channel - One Way 15kHz Audio	150	0.00%	12.3
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	145	0.00%	8.1
Digital Data-56kb/s	3,447	0.03%	10.4
1.544 MBPS BSA	36,381	0.05%	11.4
Dedicated Digital 3.152 MBPS	3	0.00%	9.3
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	1,453	0.00%	16.8
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	1,084	1.94%	19.6
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

Intervals: Taken Date to Due Date intervals in business days

**PACIFIC BELL ENHANCED SERVICES**  
**FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity**  
**Report Period: April - June 2004**

<b>SERVICE</b>	<b>ORDERS</b>	<b>MA</b>	<b>Interval</b>
Business Line	100	1.00%	4.5
PBX	Nothing to Report		
CENTREX	166	0.00%	4.5
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHz Audio	Nothing to Report		
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	Nothing to Report		
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

Intervals: Taken Date to Due Date intervals in business days

**PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services)**  
**FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair**  
**Report Period: April - June 2004**

<b>Service</b>	<b>Reports</b>	<b>MA</b>	<b>%MA</b>	<b>Avg-RC</b>
Business Line	62,149	5,960	9.59%	15.13
PBX	3,620	1,245	34.39%	9.53
CENTREX	13,897	1,611	11.59%	12.14
WATS	32	2	6.25%	8.27
Mobile	Nothing to report			
Feature Group A	43	15	34.88%	5.07
Foreign Exchange	717	336	46.86%	57.35
Coin	1,292			18.15
Feature Group B	3	0	0.00%	3.23
Feature Group D	320	48	15.00%	12.50
DID	1,652	831	50.30%	5.10
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	414	184	44.44%	3.48
Protection Relaying	13	9	69.23%	8.01
Control Circuit	39	20	51.28%	8.06
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	174	72	41.38%	5.15
Voice Switched Trunk	20	6	30.00%	2.44
Voice and Tone - Radio Land Line	123	73	59.35%	6.19
Data Low Speed	28	14	50.00%	3.53
Basic Data and Voice	330	118	35.76%	3.22
Voice and Data - PSN Access Tie Trunk	52	15	28.85%	3.31
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	1	0	0.00%	0.22
Data Extension - Voice Grade Data	18	10	55.56%	5.44
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	13	8	61.54%	3.55
Program Audio 50-8000 HZ	18	11	61.11%	14.12
Program Audio 50-15000 HZ	57	23	40.35%	6.42
TV Channel - One Way 15kHz Audio	69	37	53.62%	5.31
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	2	1	50.00%	2.18
Digital Data-4.8kb/s	4	1	25.00%	3.49
Digital Data-9.6kb/s	30	13	43.33%	3.16
Digital Data-56kb/s	3,089	856	27.71%	2.49
1.544 MBPS BSA	33,286	13,466	40.46%	3.10
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	1,283	468	36.48%	2.03
Dedicated Digital 456 MBPS or Higher	3	0	0.00%	0.23
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

Avg-RC: Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service

**PACIFIC BELL ENHANCED SERVICES PROVIDER**  
**FCC CEI / ONA QUARTERLY REPORT    Maintenance / Repair**  
**Report Period: April - June 2004**

<b>Service</b>	<b>Reports</b>	<b>MA</b>	<b>%MA</b>	<b>Avg-RC</b>
Business Line	1	0	0.00%	3.32
PBX	Nothing to report			
CENTREX	13	3	23.08%	22.13
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	81			10.57
Feature Group B	Nothing to report			
Feature Group D	Nothing to report			
DID	14	9	64.29%	6.10
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHz Audio	Nothing to report			
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	6	1	16.67%	1.11
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	1	0	0.00%	0.01
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

Avg-RC: Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service

**PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services)**  
**FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity**  
**Report Period: April - June 2004**

<b>SERVICE</b>	<b>ORDERS</b>	<b>MA</b>	<b>Interval</b>
Business Line	295,405	0.94%	2.3
PBX	14,423	0.98%	7.7
CENTREX	52,088	0.99%	4.1
WATS	1,302	4.99%	4.2
Mobile	Nothing to Report		
Feature Group A	17	0.00%	5.6
Foreign Exchange	Nothing to Report		
Feature Group B	27	0.00%	14.6
Feature Group D	2,703	0.00%	21.7
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	56	0.00%	7.0
Protection Relaying	21	0.00%	5.0
Control Circuit	22	0.00%	7.1
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	321	0.00%	10.2
Voice Switched Trunk	66	0.00%	8.8
Voice and Tone - Radio Land Line	64	0.00%	5.9
Data Low Speed	61	0.00%	7.2
Basic Data and Voice	503	0.00%	8.5
Voice and Data - PSN Access Tie Trunk	165	0.00%	8.8
Voice and Data - SSN Access	4	0.00%	10.3
Voice and Data - SSN - Intermachine Trunk	3	0.00%	4.3
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	4	0.00%	9.3
Program Audio 100-5000 HZ	8	0.00%	5.6
Program Audio 50-8000 HZ	15	0.00%	7.5
Program Audio 50-15000 HZ	58	0.00%	7.0
TV Channel - One Way 15kHz Audio	150	0.00%	12.3
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	145	0.00%	8.1
Digital Data-56kb/s	3,447	0.03%	10.4
1.544 MBPS BSA	36,381	0.05%	11.4
Dedicated Digital 3.152 MBPS	3	0.00%	9.3
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	1,453	0.00%	16.8
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	1,084	1.94%	19.6
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

Intervals: Taken Date to Due Date intervals in business days

**PACIFIC BELL ENHANCED SERVICES**  
**FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity**  
**Report Period: April - June 2004**

<b>SERVICE</b>	<b>ORDERS</b>	<b>MA</b>	<b>Interval</b>
Business Line	100	1.00%	4.5
PBX	Nothing to Report		
CENTREX	166	0.00%	4.5
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
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Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

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**PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services)**
**FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair**
**Report Period: April - June 2004**

<b>Service</b>	<b>Reports</b>	<b>MA</b>	<b>%MA</b>	<b>Avg-RC</b>
Business Line	62,149	5,960	9.59%	15.13
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WATS	32	2	6.25%	8.27
Mobile	Nothing to report			
Feature Group A	43	15	34.88%	5.07
Foreign Exchange	717	336	46.86%	57.35
Coin	1,292			18.15
Feature Group B	3	0	0.00%	3.23
Feature Group D	320	48	15.00%	12.50
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Voice Switched Line	174	72	41.38%	5.15
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Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	1	0	0.00%	0.22
Data Extension - Voice Grade Data	18	10	55.56%	5.44
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	13	8	61.54%	3.55
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Derived Services	Nothing to report			
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Mobile	Nothing to report			
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Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	4	0.00%	9.3
Program Audio 100-5000 HZ	8	0.00%	5.6
Program Audio 50-8000 HZ	15	0.00%	7.5
Program Audio 50-15000 HZ	58	0.00%	7.0
TV Channel - One Way 15kHz Audio	150	0.00%	12.3
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	145	0.00%	8.1
Digital Data-56kb/s	3,447	0.03%	10.4
1.544 MBPS BSA	36,381	0.05%	11.4
Dedicated Digital 3.152 MBPS	3	0.00%	9.3
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	1,453	0.00%	16.8
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	1,084	1.94%	19.6
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons  
Intervals: Taken Date to Due Date intervals in business days

**PACIFIC BELL ENHANCED SERVICES****FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity****Report Period: April - June 2004**

<b>SERVICE</b>	<b>ORDERS</b>	<b>MA</b>	<b>Interval</b>
Business Line	100	1.00%	4.5
PBX	Nothing to Report		
CENTREX	166	0.00%	4.5
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHz Audio	Nothing to Report		
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	Nothing to Report		
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

Intervals: Taken Date to Due Date intervals in business days

**PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services)**
**FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair**
**Report Period: April - June 2004**

Service	Reports	MA	%MA	Avg-RC
Business Line	62,149	5,960	9.59%	15.13
PBX	3,620	1,245	34.39%	9.53
CENTREX	13,897	1,611	11.59%	12.14
WATS	32	2	6.25%	8.27
Mobile	Nothing to report			
Feature Group A	43	15	34.88%	5.07
Foreign Exchange	717	336	46.86%	57.35
Coin	1,292			18.15
Feature Group B	3	0	0.00%	3.23
Feature Group D	320	48	15.00%	12.50
DID	1,652	831	50.30%	5.10
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	414	184	44.44%	3.48
Protection Relaying	13	9	69.23%	8.01
Control Circuit	39	20	51.28%	8.06
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	174	72	41.38%	5.15
Voice Switched Trunk	20	6	30.00%	2.44
Voice and Tone - Radio Land Line	123	73	59.35%	6.19
Data Low Speed	28	14	50.00%	3.53
Basic Data and Voice	330	118	35.76%	3.22
Voice and Data - PSN Access Tie Trunk	52	15	28.85%	3.31
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	1	0	0.00%	0.22
Data Extension - Voice Grade Data	18	10	55.56%	5.44
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	13	8	61.54%	3.55
Program Audio 50-8000 HZ	18	11	61.11%	14.12
Program Audio 50-15000 HZ	57	23	40.35%	6.42
TV Channel - One Way 15kHz Audio	69	37	53.62%	5.31
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	2	1	50.00%	2.18
Digital Data-4.8kb/s	4	1	25.00%	3.49
Digital Data-9.6kb/s	30	13	43.33%	3.16
Digital Data-56kb/s	3,089	856	27.71%	2.49
1.544 MBPS BSA	33,286	13,466	40.46%	3.10
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	1,283	468	36.48%	2.03
Dedicated Digital 456 MBPS or Higher	3	0	0.00%	0.23
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

Avg-RC: Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service

**PACIFIC BELL ENHANCED SERVICES PROVIDER**  
**FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair**  
**Report Period: April - June 2004**

Service	Reports	MA	%MA	Avg-RC
Business Line	1	0	0.00%	3.32
PBX	Nothing to report			
CENTREX	13	3	23.08%	22.13
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	81			10.57
Feature Group B	Nothing to report			
Feature Group D	Nothing to report			
DID	14	9	64.29%	6.10
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHz Audio	Nothing to report			
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	6	1	16.67%	1.11
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	1	0	0.00%	0.01
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

Avg-RC: Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service

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**NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services)**  
**FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity**  
**Report Period: April - June 2004**

Federal Communications Commission  
Office of Secretary

SERVICE	ORDERS	MA	Interval
Business Line	634	0.63%	2.8
PBX	15	0.00%	5.6
CENTREX	200	0.50%	3.3
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHz Audio	Nothing to Report		
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	73	0.00%	7.9
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

Intervals: Taken Date to Due Date intervals in business days

**NEVADA BELL ENHANCED SERVICES**  
**FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity**  
**Report Period: April - June 2004**

<b>SERVICE</b>	<b>ORDERS</b>	<b>MA</b>	<b>Interval</b>
Business Line	1	0.00%	1.0
PBX	Nothing to Report		
CENTREX	3	0.00%	3.3
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHz Audio	Nothing to Report		
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	Nothing to Report		
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

Intervals: Taken Date to Due Date intervals in business days

**NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services)**  
**FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair**  
**Report Period: April - June 2004**

Service	Reports	MA	%MA	Avg-RC
Business Line	664	28	4.22%	12.14
PBX	15	0	0.00%	16.23
CENTREX	636	58	9.12%	9.47
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	35			13.58
Feature Group B	Nothing to report			
Feature Group D	1	1	100.00%	21.47
DID	Nothing to report			
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHz Audio	Nothing to report			
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	Nothing to report			
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

Avg-RC: Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service



**NEVADA BELL ENHANCED SERVICES PROVIDER**  
**FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair**  
**Report Period: April - June 2004**

Service	Reports	MA	%MA	Avg-RC
Business Line	Nothing to report			
PBX	Nothing to report			
CENTREX	Nothing to report			
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	1			21.78
Feature Group B	Nothing to report			
Feature Group D	Nothing to report			
DID	Nothing to report			
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHz Audio	Nothing to report			
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	Nothing to report			
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

Avg-RC: Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service

**NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services)**  
**FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity**  
**Report Period: April - June 2004**

SERVICE	ORDERS	MA	Interval
Business Line	634	0.63%	2.8
PBX	15	0.00%	5.6
CENTREX	200	0.50%	3.3
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHz Audio	Nothing to Report		
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	73	0.00%	7.9
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

Intervals: Taken Date to Due Date intervals in business days

**NEVADA BELL ENHANCED SERVICES**  
**FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity**  
**Report Period: April - June 2004**

SERVICE	ORDERS	MA	Interval
Business Line	1	0.00%	1.0
PBX	Nothing to Report		
CENTREX	3	0.00%	3.3
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHz Audio	Nothing to Report		
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	Nothing to Report		
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

Intervals: Taken Date to Due Date intervals in business days

**NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services)**

**FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair**

**Report Period: April - June 2004**

Service	Reports	MA	%MA	Avg-RC
Business Line	664	28	4.22%	12.14
PBX	15	0	0.00%	16.23
CENTREX	636	58	9.12%	9.47
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	35			13.58
Feature Group B	Nothing to report			
Feature Group D	1	1	100.00%	21.47
DID	Nothing to report			
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHz Audio	Nothing to report			
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	Nothing to report			
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

Avg-RC: Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service

**NEVADA BELL ENHANCED SERVICES PROVIDER**  
**FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair**  
**Report Period: April - June 2004**

Service	Reports	MA	%MA	Avg-RC
Business Line	Nothing to report			
PBX	Nothing to report			
CENTREX	Nothing to report			
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	1			21.78
Feature Group B	Nothing to report			
Feature Group D	Nothing to report			
DID	Nothing to report			
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHz Audio	Nothing to report			
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	Nothing to report			
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

Avg-RC: Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service

**NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services)**  
**FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity**  
**Report Period: April - June 2004**

SERVICE	ORDERS	MA	Interval
Business Line	634	0.63%	2.8
PBX	15	0.00%	5.6
CENTREX	200	0.50%	3.3
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHz Audio	Nothing to Report		
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	73	0.00%	7.9
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

Intervals: Taken Date to Due Date intervals in business days

**NEVADA BELL ENHANCED SERVICES**  
**FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity**  
**Report Period: April - June 2004**

SERVICE	ORDERS	MA	Interval
Business Line	1	0.00%	1.0
PBX	Nothing to Report		
CENTREX	3	0.00%	3.3
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHz Audio	Nothing to Report		
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	Nothing to Report		
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

Intervals: Taken Date to Due Date intervals in business days

**NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services)**  
**FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair**  
**Report Period: April - June 2004**

Service	Reports	MA	%MA	Avg-RC
Business Line	664	28	4.22%	12.14
PBX	15	0	0.00%	16.23
CENTREX	636	58	9.12%	9.47
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	35			13.58
Feature Group B	Nothing to report			
Feature Group D	1	1	100.00%	21.47
DID	Nothing to report			
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
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Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHz Audio	Nothing to report			
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	Nothing to report			
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

Avg-RC: Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service



**NEVADA BELL ENHANCED SERVICES PROVIDER**  
**FCC CEI / ONA QUARTERLY REPORT**    **Maintenance / Repair**  
**Report Period: April - June 2004**

<b>Service</b>	<b>Reports</b>	<b>MA</b>	<b>%MA</b>	<b>Avg-RC</b>
Business Line	Nothing to report			
PBX	Nothing to report			
CENTREX	Nothing to report			
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	1			21.78
Feature Group B	Nothing to report			
Feature Group D	Nothing to report			
DID	Nothing to report			
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
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Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
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Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHz Audio	Nothing to report			
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	Nothing to report			
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes:    MA: Missed appointments due to Company reasons

          %MA: Missed appointments as a percentage of total number of reports received for the service

          Avg-RC: Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service